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ABSTRACT

This manual presents the policies and procedures of the Reference Department of Chicago State University's Douglas Library. General information about the reference department's staffing, functions, and services is given in the first section. In the next nine sections information is provided about the following areas: scope and circulation period of the annual report file; responsibilities of the reference department in providing bibliographic instruction; types of computer searches, searching fees, and computer search application procedures; cooperative library services; desk duty responsibilities; maintenance information for the ILLINET/ONLINE public terminals; indexes and abstracts maintenance; use and maintenance of the ready reference collection; and student aides' duties. A computer search application, InfoPass application, procedures for charging computer searches, and a subject guide to indexes and abstracts are appended. (MAB)

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CHICAGO STATE UNIVERSITY

DOUGLAS LIBRARY
REFERENCE DEPARTMENT

POLICIES AND PROCEDURE MANUAL

FALL 1991

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GENERAL INFORMATION

Staff

The current staff of the Reference Department consists of three full time Reference librarians, a Sunday librarian, one LTA (civil service), one faculty assistant, and a varying number of student aides.

Function and Services

The primary function of the Reference Department is to assist students, faculty and staff in the utilization of the Douglas Library. Within this broad mandate, the Department will:

1. Provide answers to specific informational requests or for specific facts.

2. Help students gather research materials for course assignments or other needs.

3. Teach students how to conduct research in a university library. This will be done both on a one-to-one basis as well as in formal bibliographic instruction sessions.

4. Serve as a intermediary between the student and computerized sources of information such as ILLINET/ONLINE or DIALOG.

5. Compile guides to the literature on selected topics. These may range from comprehensive bibliographies to one page pathfinders.

6. Provide access to special collections of material both at the Douglas Library and throughout the state.

7. Provide an up-to-date collection of both print and electronic sources of information that reflects the programs of study at Chicago State University.

ANNUAL REPORT FILE

The Department collects the Annual Reports of the top 250 of the Fortune 500 Companies. The Department also collects:

1. annual reports of local Chicago and Illinois companies
2. Black and minority owned companies throughout the country.

A list of all currently held Annual Reports is kept at the Reference Desk. This list is updated with each addition or deletion of any Annual Report. New Annual Reports are stamped with the Reference Department stamp before filing.

Annual Reports are kept on file for three (3) years. Older reports are discarded.

Annual reports circulate for one (1) week and may be renewed if there is no other demand for the report. Reports charged out are to be listed on a charge slip and filed in the file charge drawer alphabetically by patron. Record the charge and due date on the slip. When the report is returned, discard the slip.

BIBLIOGRAPHIC INSTRUCTION

The Reference Department is responsible for scheduling and conducting library orientations, library tours and bibliographic instruction sessions. The Department will attempt to conduct these sessions any hour the library is open.

The coordinator of bibliographic instruction is responsible for the following:

1. scheduling library tours, library orientations, and bibliographic instruction sessions.
2. assigning librarians to conduct the sessions.
3. scheduling or reserving a room for the session.
4. keeping an accurate record of sessions held including date of session, instructor's name, as well as assigned librarian. This record should be submitted to the Head of Reference at the conclusion of each semester or at the end of the summer term.

The Department keeps a 1 page summary of each session conducted. This summary includes:

1. specific Reference sources discussed
2. indexes and abstracts discussed
3. whether a tour was provided
4. Illinet/online demonstrated or discussed
5. database searches demonstrated or discussed
6. any special sources requested by the instructor, ie. Turabian or APA manuals.

Before conducting a session, the librarian assigned should review the file on that particular course. After conducting a session, the librarian should update the file.

COMPUTER SEARCHES

The Reference Department's computer search service provides patrons with a bibliography of journal articles on a specific topic. The service is primarily limited to CSU students, faculty, staff and members of the CSU Alumni Association.

The Douglas Library provides two types of database searches:

1. Online access through DIALOG and BRS-

   Online access is strictly limited to Chicago State students, faculty, staff and members of the CSU Alumni Association. CSU ID cards should be requested before an online search application is taken.

2. CD-ROM access through SilverPlatter and Compact Disclosure-

   CD-ROM access is open to the general community at large with the following restriction:

   CD-ROM searches provided to the community at large will be performed after all other CSU community searches have been completed. Searches for CSU community members have the highest priority.

FEES

It is the policy of the Reference Department that no student or groups of students should be penalized because of choice of field of study. Therefore, all students, regardless of major, pay a uniform price for bibliographic information.

All bibliographic searches utilizing ERIC, PSYCHLIT, and CINAHL on CD-ROM as well as online searches utilizing DIALOG or BRS cost $5.00.

The printing of company information from Compact Disclosure is free up to a limit of five (5) printouts or companies per semester. Due to noise and paper restrictions, Compact Disclosure searches should be downloaded whenever possible.

PROCEDURES

All requests for searches are to be made using the computer search application form (See Appendix). All information on the search form must be filled out including the "disclaimer" at the top of the form. When taking an application, please be sure that you understand the student's topic. In addition, make sure the request is in the form of a question or a sentence. For example, "Child abuse" is not an acceptable topic for a search.

The $5.00 payment is due when the application is made. Indicate on the form that payment has been received as well as when the search was promised. Faculty who wish to charge computer searches to their departments may do so. See Appendix for Procedures for charging computer searches to Department.

All money and checks are to be deposited in the safe in the Circulation office. Please mark on the envelope-

REFERENCE - COMPUTER SEARCH.

In most cases, computer searches should be completed within 2 business days. If there is any need to vary this timeframe, mark it clearly on the application.

Completed search applications should be placed in the "IN" box located behind the Reference Desk. Librarians should check this area regularly to determine if there are searches to be conducted. The Head of Reference will distribute searches equally among the Department's searchers.

Upon completing a search, the librarian should fill in the back of the application. If the search is an online search, total charges should be recorded as well as the total amount of the subsidy. Take the actual cost of the search and subtract the $5 payment to get the subsidy figure. Place this amount in the amount subsidized column.

After the search has been completed, the search should be placed in the "COMPLETED SEARCHES" box. The searches in this box are kept in alphabetical order to facilitate finding patron's searches quickly. At the end of the month, the LTA will call all patrons who have not picked up their completed searches.

The Librarian on duty is responsible for answering any questions the patron may have about the search. If the Librarian on duty is unsure of the search strategy used or has any other questions about the search, the searcher should be consulted.

After patron pickup, place the original search application in the "PICKED UP" box. For statistical purposes, the Department keeps the original search application. At the end of the month, the LTA will tally the total number of searches completed and report that total to the Head of Reference.

COOPERATIVE LIBRARY SERVICES

By utilizing ILLINET/ONLINE, students have access to over 20 million items at over 800 libraries throughout the state. CSU students have direct borrowing priviledges at 38 colleges and universities throughout the state. The ILLINET/ONLINE system provides our students with an abundance of material on all subjects and should be the first resource utilized outside of our own collection. A valid CSU ID card and inclusion in the CSU patron database is required to utilize these collections.

An INFOPASS permits CSU students, faculty and staff Reference privileges at a number of special research collections throughout the city. An INFOPASS should only be issued to serious researchers who have thoroughly exhaused all Douglas Library resources. In addition, the researcher should have utilized ILLINET/ONLINE to determine if the source is available at another public college or university in the State.

The above restrictions specifically apply to the University of Chicago's Regenstein Library. The fact that it is nearby and has a large collection are **not** reasons to issue an INFOPASS.

Information about specialized collections, as well as usage restrictions, can be found in the most recent American Library Directory.

See Appendix for an example of a properly completed INFOPASS.

DESK DUTY

Each Librarian is assigned a number of hours of desk duty per week. These hours correspond with the number of CUES received in the annual assignment of duties for REFERENCE. One CUE of REFERENCE is equivalent to one hour of desk duty.

Each semester a schedule will be prepared by the Head of Reference detailing the hours each Librarian is assigned to the Reference Desk. This schedule will include evening and weekend work. Please inform the Head of Reference if there is any problem with staffing assigned hours. Any absence or sick day should be reported to the Department as soon as possible to insure desk coverage. Shifting of desk hours should be approved by the Head of Reference.

Each Librarian should make an effort to report to the Reference Desk for assigned hours on time. The Librarian ending a shift should not leave the desk until the next scheduled librarian has arrived. Under no circumstances should the desk be left unattended. Before ending a shift, the librarian on duty should clear all used Reference material from the desk and inform the new librarian of any specific "hot" topics or projects that are ongoing. Any questions that have not been completely answered should be passed on to the new librarian with an explanation of the progress made and other pertinent information. Finally, the librarian ending a shift should deposit all money received during that shift into the safe located in the Circulation office.

In an attempt to limit noise and talking at the Reference desk, please attempt to limit conversations at the desk to business matters only. Private conversations can take place in individual offices.

MAINTENANCE OF THE ILLINET/ONLINE PUBLIC TERMINALS

There are four Illinet/Online public terminals in the Reference Department. These terminals should be checked periodically to make sure they are functioning properly. In addition, the monitors should be cleaned periodically. Before leaving the library at the end of the day,the brightness/contrast level should be adjusted as low as possible to avoid burnout of the monitor. The PC mounted terminals require no adjustment.

Rebooting the public terminals

The PC mounted ILLINET/ONLINE terminals often need to be rebooted with the ILLINET/ONLINE software. The current software and the keys to access the computer are kept at the Reference desk. Follow this procedure to reboot the computer:

1. Shut off the computer. The switch is located at the very back of the PC.
2. Use the key to open the floppy disk drive drawer.
3. Insert the software floppy in the drive and restart the computer.
4. The program should begin by itself and a series of questions will appear.

The answers to the questions are as follows:

Baud Rate	9600 (Choice D)
Parity	Even (Choice A)
Departmental Library code	STX
Information correct?	Y(YES)

Answer N (NO) to the rest of the questions
Enter the current time when asked
Press enter to start the interface

After a brief pause, the interface will appear. At this time, check to make sure the system is working properly by searching for a book utilizing the interface. When the system works properly, remove the floppy, lock the floppy disk drawer and return the software to the Reference desk.

INDEXES AND ABSTRACTS

The Douglas Library subscribes to over 75 different indexing and abstracting services covering all subject fields. All Reference personnel are encouraged to both suggest new indexes for inclusion or recommend cancellation of an index. Once a year, an inventory should be made to insure that all issues of an index have been received. Missing issues should be reordered or claimed from the appropriate service.

The indexes are to be kept in alphabetical order on the index tables. Only the ten latest years of an index are kept on the index tables. Earlier years are shelved on the Index Shelves.

As current issues are received from the Periodicals Department, they are to be placed on their appropriate tables. Superseded issues are to be removed, stamped "DISCARD" and then discarded.

BINDING

When all issues of an index have been received, they should be sent out to the bindery. Binding should take place during slower times in the year as there will be less demand for the indexes at these times. Mid May, Early August and right before Christmas are particularly good times.

Consult with the Periodicals Department for the current binding procedures. Usually with continuation indexes there are preprinted slips to fill out. For new indexes, fill out the binding slip exactly as it should appear on the spine of the index.

A record of all material sent to the bindery including title of the index, year, as well as the date sent to the bindery should be kept. This information should be kept at the Reference desk until the indexes return from the bindery.

When the bound indexes return, they should be labeled INDEX AREA and placed on their appropriate tables.

THE READY REFERENCE COLLECTION

This is a dynamic collection of materials that for a variety of reasons requires special care or preservation. This is not be a static collection and should be constantly evaluated for additions or deletions. All personnel are encouraged to make suggestions for additions or deletions to this collection but the Head of Reference will make the final determination.

When an item has been judged to be a Ready Reference item, a white dot is placed near the call number to identify the item as Ready Reference. In addition, the word DESK should be written on the Reference catalog card in pencil to indicate that this book is in the Ready Reference Collection. When a book is removed from the Ready Reference collection, the dot must be removed and the work DESK removed from the catalog card. The item should then be shelved in the general Reference stacks.

Patrons wishing to use a Ready Reference source away from the Reference desk must leave a current valid CSU ID card for the item. The ID card should be clipped to the book slip and then filed until the book is returned.

MAINTENANCE OF THE REFERENCE DEPARTMENT CARD CATALOG

Serial publications-

No additional entry in the Reference Card catalog is necessary. Current information on volumes held is available on Illinet/Online. New volumes of continuing serial titles should be noted by Reference staff during scheduled desk hours. Volumes should be shelved within two or three days.

New Reference titles-

OCLC cards for new Reference titles should be filed as soon as they are received. New Reference titles should be examined by all Reference staff during scheduled desk hours. An annotated bibliography of new Reference titles will be prepared and circulated to all Reference staff.

Filing catalog cards-

This is a title catalog only. Use all words in the title except for articles. File initialisms and acronyms as if they were words.

REFERENCE DEPARTMENT STUDENT AIDES

The LTA is the direct supervisor of the Department's student aides. Responsibilities include the interviewing, hiring, and training of all student employees. In addition, the LTA keeps a record of hours worked and generally insures that the Departmental work is performed in an efficient and accurate manner. In addition, the LTA will introduce new student aides to all relevant departments of the library.

Student aides' duties include but are not limited to the following:

1. Maintain the Reference collection and Departmental files-
   - -reshelving used Reference material
   - -cleaning and dusting of the Reference area
   - -shelf reading the collection
   - -filing and weeding the Departmental looseleaf services as well as other files

2. Assist Reference Librarians in the performance of their assigned duties.

3. Help students find material in the library-
   - -answering directional questions as well as directing students to the correct Library Department
   - -helping students utilize Illinet/Online or LCS

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Library & Learning Resources

APPLICATION FOR COMPUTER SEARCH

Computer search patrons must read the following statement before completing the applications:

The library will attempt to obtain information pertinent to what the applicant wishes, but the applicant agrees not to hold the library responsible for results which he or she feels are not relevant to the information required.

_____

Signature of patron

PAYMENT IN ADVANCE BY CHECK OR EXACT CHANGE

DATE: _____ _____

NAME: _____

ADDRESS: _____ **PHONE: HOME** _____ **OFFICE:** _____

Check on of the following:

( ) **Undergraduate student**
( ) **Graduate student**
( ) **Faculty. Department** _____
( ) **Administration**
( ) **Staff**
( ) **Other. Explain** _____

The cost of the search is $5.00 for CSU students, faculty and staff.
Costs for other users vary - please consult a Reference Librarian.
What course is this search for? _____

State search topic in the space provided below in a complete sentence. Be as detailed and specific as possible.

LIBRARY USE ONLY

Searcher's Name _____ Date Search Conducted _____

System Accessed: ( ) BRS ( ) CD ( ) DIALOG

Database	Connect Time Costs	Royalty Charges		Communication Costs	Total	Subsidized Total
		Database	Citation			

INFOPASS/DATAPASS

ORIGINATING LIBRARY: Retains copy 1 for its files.

INFOPASS/ DATAPASS USER: Presents copies 2 & 3 to source library.

SOURCE LIBRARY: Retains copy 2. Returns copy 3 to METS office.

- EXAMPLE -

THIS SECTION TO BE COMPLETED BY ORIGINATING LIBRARY – Please Print

Please present this form to

CASHIER

T Source Library: University of Chicago Library

O Address: Chicago, IL

City Phone

ATTN: CASHIER
Source Librarian

Date of Request: 10/15/90

F Originating Library: Douglas Library

R Address: Chicago State Univ.

O City: Chicago, IL 995-2235
Phone

M REFERRED BY: Robert B. Weaver
Librarian's Signature

F Name of User: BRIAN G. Smith

O Address: 9203 S. 102nd St.

City: Chicago, IL Zip: 995-2463 Phone

R ID – Type and Number: Illinois Drivers Lic. M250-0674-324

Apt Date _____ Time: _____

SPECIFIC INFORMATION/MATERIAL NEEDED:

Irish in Chicago -
R.A. Piper - Unpublished Dissertation

RESTRICTIONS AND/OR COMMENTS

Comments of Source Library should be recorded on reverse side.

THIS ADDITIONAL SECTION TO BE COMPLETED FOR DATAPASS REFERRALS TO CACIC LIBRARIES BY CLIENT / BY CACIC LIBRARY

Client agrees to pay all service charges and to release all parties involved from liability for the quality of service.

Client's Signature

Database(s) Searched

Charge:

Date of Search: _____

Time Online: _____

FEES

Administrative: _____

Online _____

Offline _____

Other _____

Total $ _____

METS c/o Chicago Library System, Multitype Library System Development Office
1224 W. Van Buren St., Chicago, IL 60607 (312-738-7694)

PROCEDURES FOR CHARGING COMPUTER SEARCHES TO YOUR DEPARTMENT

If you wish to have your computer search charged to your department, please follow this procedure:

1. Make a direct payment voucher payable to:

   LIBRARY SPECIAL SERVICES
   Account 3-16901-0270

2. Send a copy of the voucher to:

   Lee Smith - LIB 216
   Douglas Library Reference Department

If you have any questions about this procedure, please call the Department at 2235.

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PERIODICAL INDEXES AND ABSTRACTS

Paul and Emily Douglas Library

Journal, magazine and newspaper articles are frequently the best sources for current information on a topic. Articles on a particular topic can be located through a periodical index.

Indexes usually provide access to an article by subject or author. Indexes can cover very broad areas or be limited to special fields. An index will identify pertinent articles, giving full bibliographic data for each. Abstracts work similarly to indexes, but also include a brief summary of the contents for each article listed.

Most indexes and abstracts are located in the Reference Department on the index tables. These tables are numbered *1-16*. The indexes begin on table 1 and run in alphabetical order along the south side of tables 1-5. The order moves around table 5 and continues down the north side of tables 4-1 and so on. Usually, only the last 10 years or so of index holdings are on the tables. The older volumes are kept in alphabetical order on the index shelves just behind the reference collection.

HOW TO USE INDEXES

Indexes list articles alphabetically by subject, or author. If you know the author of an article, you can look that up directly. If you only have a subject to work with, you can look that up and with any luck you will find what you need. It is a good idea to begin by looking up your subject using the most specific terms possible. If you don't find anything there, you then might look under a broader heading. Frequently, if you don't find what you are looking for under a heading, there will be a SEE or SEE ALSO cross reference to other headings with related information.

Most indexes work similarly so that once one is learned, the others are easy. It is a good idea whenever using a new index to read the introductory material first to become acquainted with the scope and coverage of the index.

An example of a bibliographic citation from an index is given below:

ATOMIC power
Nonproliferation and control: peaceful uses of atomic energy. G. C. Delcoigne and G. Rubinstein. il Bul Atom Sci 27:5-7 F'71

This is what it means:

ATOMIC power	=	The subject of the article
Nonproliferation and control	=	The title of the article
G. C. Delcoigne and G. Rubinstein	=	The author of the article
il	=	Note the article is illustrated
Bul Atom Sci	=	Abbreviation for *Bulletin of The Atomic Scientists*—the publication containing the article
27	=	The number of the periodical volume that contains the article
5-7	=	Indicates that the article is found on pages 5 through 7 in the publication
F'71	=	February 1971—the date of the issue containing the article

Abbreviations are explained in the front pages of most index volumes.

LOCATING PERIODICAL PUBLICATIONS

To find out whether the Douglas Library has a specific journal, consult one of the Periodical Holdings Lists located at the Reference Desk or the periodical list table. These lists give the title of every periodical to which the library subscribes, what years the library has of that title, what issues are missing and whether a title is on microfilm.

Current issues (those for the current year and perhaps a few from the previous year) are kept on open shelves in alphabetical order in the Current Periodicals Room. Older issues are bound and shelved alphabetically in the bound periodical area. Older issues on microfilm are also located in the Current Periodicals Room.

If you find the library does not have the journal you want, you have three options: 1. The reference librarian can locate the journal in another library. You can then go there and copy the article. 2. An inter-library loan request can be made, and a copy of the article will be sent to Douglas Library (but this takes from one to four weeks). 3. You can select another article.

CIRCULATION POLICY

Periodicals, bound and unbound, must be used in the library. They do not circulate. Self-service/coin-operated copiers are located in the Reference Department, the Current Periodicals Room and on the third floor outside of the Materials Center. After you have made your copy, leave the material beside the copy machine. Please do not reshelve any items.

COMPUTER SEARCHING

Many of the indexes can also be searched by computer. This process usually takes two to three days and there is a minimum charge of $5.00 for the service. Further information and computer search forms are available at the reference desk.

FOR MORE INFORMATION ABOUT INDEXES AND ABSTRACTS, ASK AT THE REFERENCE DESK.

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A SELECTED LIST OF INDEXES AND ABSTRACTS BY SUBJECT

	TABLE
BUSINESS	
1. Accountant's Index	2 A
2. Business Education Index	3 B
3. Business Periodicals Index	3 B
4. Computer Literature Index	1 B
5. Crain's Chicago Business Index	6 A
6. Foodservice Information Abstracts	11 A
7. Index of Economic Articles	7 B
8. Lodging and Restaurant Index	11 A
9. Personnel Management Abstracts	13 A
10. Predicast F & S Index	14 A
EDUCATION	
1. Child Development Abstracts & Bibliography	2 B
2. Current Index to Journals in Education (ERIC)	8 A
3. Education Index	10 B
4. Educational Administration Abstracts	10 B
5. Exceptional Child Education Resources	9 B
6. Higher Education Abstracts (formerly College Student Personnel Abstracts)	1 B
7. Language Teaching & Linguistics Abstracts	11 A
8. Physical Education Index	14 A
9. Resources in Education (ERIC)	15 B-14 B
GENERAL	
1. Bibliography Index	4 A
2. Biography Index	5 A
3. Book Review Digest	4 B
4. Book Review Index	4 B
5. Cumulative Book Index	7 A
6. Dissertation Abstracts International	micro-fiche
7. Essay & General Literature Index	9 B
8. Masters Abstracts	11 A
9. Popular Periodicals Index	14 A
10. Public Affairs Information Service	16 B
11. Readers' Guide to Periodical Literature	16 B
12. Vertical File Index	12 B
HUMANITIES	
1. Abstracts of English Studies	1 A
2. Art Index	4 A
3. Communication Abstracts	1 B
4. Humanities Index	7 B
5. Index to Book Reviews in the Humanities	7 B
6. Language & Language Behavior Abstracts	6 B
7. Language Teaching	11 A
8. MLA International Bibliography	12 A
9. Music Article Guide	12 A
10. Philosopher's Index	13 A

NEWS

1.	Chicago Tribune Index	2 B
2.	Congressional Quarterly Almanac/Weekly Reports	6 A
3.	Editorials on File	10 A
4.	Facts on File	8 B
5.	New York Times Index	13 A
6.	Wall Street Journal Index	11 B

NURSING & ALLIED HEALTH

1.	Cumulated Abridged Index Medicus	7 A
2.	Cumulative Index to Nursing & Allied Health Literature	7 A
3.	Hospital Literature Index	8 B

SCIENCE

1.	Applied Science and Technology Index	3 A
2.	Biological and Agricultural Index	5 A
3.	Biological Abstracts	5 B
4.	Environment Index	9 B
5.	General Science Index	8 B

SOCIAL SCIENCES

1.	Abstracts in Anthropology	1 A
2.	America: History and Life	2 A- 3 A
3.	Anthropological Literature	micro- fiche
4.	Criminal Justice Abstracts	9 A
5.	Historical Abstracts	8 B
6.	Human Resources Abstracts	7 B
7.	Index to Current Urban Documents	7 B
8.	Index to Periodical Articles By and About Blacks	7 B
9	Information Science Abstracts	6 B
10.	Library & Information Science Abstracts	11 A
11.	Library Literature	11 A
12.	Population Index	15 A
13.	Psychological Abstracts	15 A- 16 A
14.	Social Sciences Index	13 B
15.	Social Work and Research Abstracts	13 B
16.	Sociological Abstracts	13 B- 12 B
17.	Urban Affairs Abstracts	12 B
18.	Women Studies Abstracts	11 B

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